Konstantin Voskresenskiy

Head of Customer Service / Head of Support

Twenty-one years of working with clients: twelve years of training, support and field service in industrial automation, nine in customer service, seven of them building and rebuilding support organizations. I take a service in crisis and bring it to measurable numbers: speed, quality, cost per contact. I own the economics of the function end to end, from unit economics of a contact to the payroll budget, and push decisions through product, finance and sales without formal authority over them.

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16 times faster support response: four days to two hours · IEK	**42 → 94 %** customer satisfaction · current role	**−23 %** payroll over a year, contact volume +20 % · IEK	**one third** of contacts handled by an AI agent · current role

FILE NO. 1 · CURRENT

Head of customer service department

MARCH 2026 — PRESENT

Proxy infrastructure service, B2C and B2B · Moscow · round-the-clock department: four agents, an AI agent and the head. I cover the whole function: quality standard, training, methodology, analytics, cost per contact. All of it built under hard resource constraints, with no budget for off-the-shelf tools

- Calculated the **cost per contact**, a metric that did not exist in the company: 213 RUB for the department including my own payroll. The same method at IEK produced 4,228 RUB per contact and 210 RUB per minute of department work, a twentyfold spread.
- Brought the **cost of replacing an employee down to 0.73 of a monthly salary** against a market benchmark of three to six: a new hire reaches the line in a week instead of a month.
- Raised **satisfaction from 42 % to 94 %** and quality against the standard **from 54 % to 85 %**: relaunched incentives, introduced procedures, weekly scoring and certification.
- Put an **AI agent into production on the night shift**: a third of the flow, 97.7 % quality against the same standard as people, 99.95 % availability, thirty dollars a month.
- Built a **five-stage qualification pipeline** and wrote an **incident plan** covering twelve failure directions, based on thirty real cases.
- **Cross-functional:** a register of thirteen critical company processes, an independent review of management reporting that surfaced four discrepancies and went to the owners, a corporate escalation procedure with a 10—20 minute sales response, a one-sided supplier warranty taken apart with the lawyers. All of it without formal authority.

FILE NO. 2

Head of technical support department

JULY 2023 — MARCH 2026

IEK DIGITAL (MPS Soft LLC), MasterSCADA industrial software · 170 people · up to 10 direct reports, up to 30 in a matrix

- Cleared a **backlog of 140 tickets to zero in four months**: split first and second line, appointed leads, rewrote the procedures, revised pay.
- Cut response time **from four days to two hours**, to thirty minutes for priority customers: sixteen times faster in working hours against a norm of one to three days.
- Cut **payroll by 23 %** (1.36 → 1.05 m RUB per month) while contacts grew 20 %, through reskilling and a larger knowledge base.
- Raised **satisfaction from 65 % to 90 %**, starting from an empty page: the rating scale was switched off and nobody tracked the metric.
- Moved seven people into adjacent teams, **developed a successor in eight months**, launched paid support as a separate line. The position was made redundant after the optimization.

RECORD A · 2017–2023

Schneider Electric, then Systeme Electric. Senior expert, software product launch lead. In September 2022 moved to software product launch and support; in October the division changed owner and became Systeme Electric.

Training wait cut from two—three months to one day. Seven courses, two thousand people trained in two years.

Support first response from one—three days to one—twenty minutes. The company's first paid courses.

LVI 360 assessment: overall versatility 84 %, high performer status five years running.

RECORD B · 2005–2017

Siemens · Salut · Beckhoff. Technical consultant, head of bureau. Support, customer training, field service on site.

Forty engineers reporting, 2010—2011. Equipment downtime monitoring, supply process, bureau training.

Building automation: Zarubezhneft, VTB in the Federation Tower, the Ostankino data hall.

EXPERTISE

ISO 18295 · ISO 9001 · SLA · service unit economics · budget and payroll · BPMN and end-to-end processes · crisis management · AI adoption and AI agents · succession planning · leading up to 30 people in a matrix

English B1+. Full member, ABPMP Russian Chapter.

DOCUMENTS AND RECOGNITION

Master of engineering and technology, Stankin University. Financial management in service, contact center operations, ISO 18295 audit (Apex Berg). Internal ISO 9001 auditor.

Two books on LitRes. Jury member, CCGuru Awards 2025. Master of Optimization award, IEK DIGITAL.

FULL FILE WITH DOCUMENT SCANS: WORK.KONSTANTIN-VOSKRESENSKIY.RU/EN

THREE REFERENCE LETTERS (2009, 2017, 2026) AND AWARDS, SCANS ON THE SITE